

Program Attendance Louisville Free Public Library



KPI Owner: Lisa Sizemore

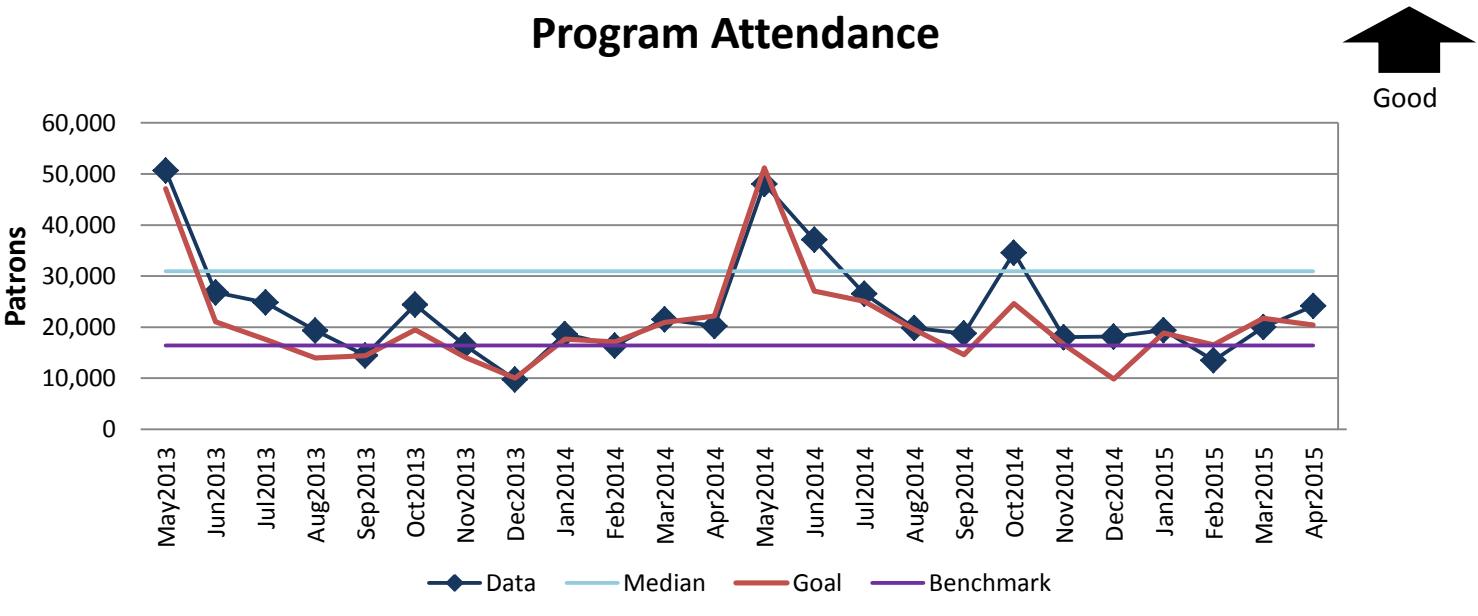
Process: Library Programs

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary	
Baseline: FY 2011-2012 Total = 232,504		Data Source: LFPL Monthly Report	Plan-Do-Check-Act Step 5: Pilot short term and/or long term solutions	
Goal: By July 31, 2015 increase by 1% over 2013-14 from 271,191 to 273,902		Goal Source: LFPL Strategic Plan	Measurement Method: Monthly count of program attendees	
Benchmark: 16,434/mo = Top 25% of 22 PLDS libs with ann. exp. \$15M - \$19M (LFPL=\$16.9M)		Benchmark Source: PLAmetrics.org (2013 data)	Why Measure: To continually increase program attendance Next Improvement Step: Increase number of programs and publicize better	

How Are We Doing?

May2014-Apr2015 12 Month Goal	May2014-Apr2015 12 Month Actual		Apr2015 Goal	Apr2015 Actual	
266,132	298,156		20,418	24,148	
Patrons	Patrons		Patrons	Patrons	

Program Attendance



Root cause analysis is not applicable for input/demand for service measure.